KNOWLEDGE NETWORK

Second Annual Report
June, 1982

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"The Knowledge Network is the best network on the air. Better than PBS; owned and operated by British Columbians. It's *our* network!"

Hon. Patrick L. McGeer
Minister of Universities,
Science and Communications
March, 1982

"The Knowledge Network and other regional educational television systems in Canada are tremendously important, for they give Canada a unique, multi-level public broadcast system."

John Meisel
Chairman,
Canadian Radio-Television
and Telecommunications
Commission
Vancouver
May, 1982

Canada's Anik B satellite is a vital link in the Knowledge Network's communication capability. Access to the satellite is provided through the courtesy of the federal government's Department of Communications, allowing the Network to beam its programs to communities throughout British Columbia.

CHAIRMAN'S REPORT

The second year of the Knowledge Network was rich and full. Rich, because of the enthusiastic manner in which British Columbians — as both viewers and students — embraced their educational television service. Full, because of the tremendous number of activities that were undertaken in order to expand on the firm foundation established in our first year.

The timing of the Knowledge Network's development has been critical to its success. Society's changing needs resulting from new life-styles, increased mobility and a changing economy, are forcing new approaches to education and training. Continuing education, or life-long learning opportunities for adults, particularly those related to employment training, are mushrooming.

Tremendous human and financial resources would be required to meet these needs in conventional ways. British Columbia is fortunate that new technological developments and educational innovation are helping educational institutions and the Knowledge Network to meet these new challenges.

With public services available for a very brief 18 months, the Network has demonstrated to British Columbians, and to Canadians in other provinces, that by combining high technology with innovative approaches to education, a province-wide electronic classroom can be developed as an effective vehicle for learning.

There are many ways to illustrate the Knowledge Network's success. One measure is the number of visitors the Network receives from other provinces and countries. Another is that the province's 15 community colleges, six provincial institutes and three universities are working with the Network in program development and delivery. Still another is the fall 1981 audience survey which revealed a substantial number of adult viewers.

All of those indicators point to success, but none is as significant as the enrolment figures for the Network's just-completed Spring 1982 Learning Season. More than 5,700 British Columbians registered with educational institutions to enrol in telecourses offered over the Knowledge Network. The enrolment figures are undeniable evidence that by substituting communications technology for transportation — and by engaging in innovative delivery methods — learning at a distance can be successfully accomplished.

For many of those who enrolled in telecourses, it was the first time in years that they had the opportunity to continue their education. Many had thought that it would not be possible for them to "go back to school". The introduction of the Knowledge Network, with its ability to deliver education in the student's home, has given many British Columbians the incentive to continue their learning.

The response from communities in all regions of the province in acquiring satellite receiving terminals clearly illustrates that the Knowledge Network has a critical role in furthering the social and economic development of this province. I and my Board colleagues are extremely gratified to see and to hear that so many British Columbians are watching and enjoying the programming on the Knowledge Network.

In reviewing the reasons for the Network's success, I want to thank the colleges, institutes, universities and government agencies who have undertaken the essential elements of program development and support. Without their cooperation and participation, the Knowledge Network would be just another education television station, and not the integrated educational television system that it is.

I also acknowledge the participation and support provided by members of British Columbia's community cable television industry and community television societies, whose members play a critical role in delivering the Network's programming into B.C. homes.

I would also like to express the Network's gratitude to the provincial government — in particular the Minister of Universities, Science and Communications, Dr. Patrick McGeer, and the Minister of Education, Brian Smith. Without the foresight and continuing support of the provincial government, the Network would not be able to expand its services. The Network has been extremely fortunate, recognizing the economic realities, to have received from government the financial resources required to carry out its mandate.

Knowledge Network Chairman and President, Walter G. Hardwick (right), with John Meisel, Chairman of the Canadian Radio-Television and Telecommunications Commission (centre), and David Roach, Executive Director of Network Services.

The Network continues to play a major role in assisting and advising policy and decision-makers at the local, provincial and federal levels on new ways and means of meeting continuing educational television needs and other communications issues. The Network has assumed an advocacy role in the past and will continue it in the future.

In concluding my report I would like to review briefly some of the challenges and issues which will occupy the Network in the next 12 months.

In the coming year we will refine what the Network has already established. We will work to improve the public's awareness of, and access to, Network programming and services. We will expand the range of program offerings provided by the educational institutions.

Starting in the fall of 1982, the Network will introduce its first closed-circuit services to target audiences in the Vancouver and Victoria areas. Future plans project a closed-circuit service, via satellite, to learning centres, hospitals and other selected sites on a province-wide basis.

The future of the Knowledge Network is bright. The Network is fortunate in having a supporting public, cooperating educational and government programmers and a dedicated and professional staff. With continued hard work and the cooperation of all, the future is unlimited.

Walter G. Hardwick

Walter G. Hardwick
Chairman and President

NETWORK SERVICES REPORT

The past year's activities of Network Services have been highlighted by the expansion of the Knowledge Network into many more medium and small communities... and by increased public awareness of our programs and services.

These achievements required the cooperation and assistance of individuals and organizations throughout the province. In many communities, the arrival of the Knowledge Network was spear-headed by a single individual or a small group working on behalf of friends and neighbours. In others, the Knowledge Network was made available through the cooperation of the local cable television operator.

An example of the former is at Seton Portage and Bralone, where it would have been extremely difficult to serve residents had it not been for the Bridge River Recreation Society. In cooperation with the provincial government's Program for Educational and Entertainment Television Services, this group undertook the installation of a satellite receiver and re-broadcast transmitter to serve 785 households. Cablewest T.V. Ltd. in Nanaimo is an example of a responsible cable operator which saw the value in this new educational service and, at an early opportunity, undertook to provide the Knowledge Network to its subscribers.

A Telecommunications Delivery System

Network Services principal responsibility is for the establishment, maintenance and operations of the Knowledge Network's telecommunication delivery systems — that part of the Network's mandate dealing with the electronic highway.

The Knowledge Network is developing two delivery systems: one public, one closed-circuit. The public service has been operating since January, 1981, using satellites and cable to deliver programming into homes throughout the province. The closed-circuit service, which will not be available to the public in their homes, will use a dedicated cable to deliver programming to selected sites.

Network Services has four functional areas: Distribution and Technical Services; Network Field Services; Viewer and Information Services; and Government and Industry Services. The following summarizes what each unit has achieved in the last year.

Distribution and Technical Services

Distribution and Technical Services has ultimate responsibility for the delivery of Network programming to cable companies and, through them, to homes. The Network has made significant improvements in the broadcast-quality program signal. Two factors led to this improvement. One was the recruitment of a dedicated professional and technical staff. The other was the construction and installation of new facilities and technical equipment at our Operations Centre located on the University of British Columbia campus.

In October, 1981, the Network assembled its own technical staff to undertake services previously

contracted to the British Columbia Institute of Technology (BCIT). The move permitted the Network to introduce broadcast-quality equipment and procedures for the first time. A minor point, but indicative of the dedication of our staff: the move was completed without any interruption in programming.

Both the Network staff and our program users are pleased with the new centre. I wish to acknowledge both BCIT and UBC for their cooperation and assistance in the past year.

The Network has been fortunate in having access to Canada's Anik B satellite, through the cooperation of the federal Department of Communications. Participation in the Anik B experimental project has allowed the Network to demonstrate to senior government leaders and officials the educational and social applications of high technology satellites.

Distribution and Technical Services, in the next year will focus on the introduction of the closed-circuit service and the ability of universities and other sources to originate programs for the public service from their own facilities.

Network Field Services

Network Field Services has had an extremely successful year in expanding the public's ability to receive the Knowledge Network. A year ago, the Network was available in 49 British Columbia communities — today, this figure has doubled to 98 communities throughout our province. In addition, the Network is available in 10 locations in the Yukon Territory, the Northwest Territories and Western Alberta. This expansion of the Network's coverage area is consistent with our projection of 100 centres in our second year.

The province's cable television operators deserve recognition for their cooperation and assistance in making the Network available to the public. Also the provincial government's Ministry of Universities, Science and Communications, which has developed a grants program to assist communities with populations under 2,500 to receive the Knowledge Network.

In the last year, the Ministry has awarded 20 Program for Educational and Entertainment Television Services grants worth approximately $1 million. I am advised that a further 30 applications are under review. If approved, the Network could be available in more than 130 communities this time next year.

Viewer and Information Services

Viewer and Information Services has had a busy year in raising the public's awareness of the Knowledge Network and its services.

In October 1981, it commissioned Canadian Facts, a Vancouver research company, to conduct an audience awareness survey. The results revealed that after a brief 10 months on the air, 100,000 adult British Columbians considered the Network part of their weekly television fare.

With that base data as a guide, the Network undertook a major promotional campaign to launch the 1982 Spring Learning Season. The results were startling, with telephone calls and letters from the public increasing by over 400 per cent.

In the coming year, we will continue to work closely with the educational institutions, to improve the public's awareness of the Network and its services.

Government and Industry Services

Government and Industry Services is responsible for keeping the Network in the forefront of new issues and policy development. By developing strong national and internal links, the Network has become a strong voice in many communications advisory committees. The Network was instrumental in having Telesat Canada re-examine its deployment of Canadian satellites, and played a major role in the Agency for Tele-education in Canada (ATEC).

The Network also maintains close liaison with the cable and broadcast communities, and is now an associate member of the British Columbia Association of Broadcasters.

The Knowledge Network People

The dedicated staff of Network Services, particularly those in the Operations Centre, are to be congratulated for keeping the Knowledge Network on the air 14 hours daily, every day of the week. They must also meet the live program needs of our allied program producers. In the last year, on average, 25 hours of live programming originated each week from our centre.

Without the support and cooperation of our technical staff, the Knowledge Network would not be the outstanding success it is today.

David Roach
Executive Director,
Network Services

KNOWLEDGE NETWORK SYSTEM REPORT

More than 82 per cent of British Columbia now receives Knowledge Network programs and services, through an electronic network reaching 98 communities in the province. This is a 100 per cent increase, from 49 communities to 98, in the last 12 months.

A list of communities served (as of May 31, 1982), by community college region, is depicted in the accompanying map.

Camosun College
1 Esquimalt
2 Oak Bay
3 Saanich
4 Central Saanich
5 North Saanich
6 Sidney
7 Victoria

Capilano College
8 North Vancouver
9 West Vancouver

Cariboo College
10 Bralorne
11 Cache Creek
12 Clinton
13 Gold Bridge
14 Green Lake
15 Kamloops
16 Loon Lake
17 Lytton
18 100 Mile House
19 108 Mile Ranch
20 103 Mile Lake
21 Seton Portage
22 Seventy Mile House
23 Shalath
24 Spences Bridge
25 Williams Lake

College of New Caledonia
26 Fort St. James
27 MacKenzie
28 Prince George
29 Quesnel
30 Vanderhoof

Douglas College
31 Burnaby
32 Coquitlam
33 Maple Ridge
34 New Westminster
35 Pitt Meadows
36 Port Coquitlam
37 Port Moody

East Kootenay College
38 Cranbrook
39 Creston
40 Donald
41 Ericson
42 Golden
43 Harrogate
44 Nicholson
45 Parsons

Fraser Valley College
46 Abbotsford
47 Chilliwack
48 Mission
49 Yale

Kwantlen College
50 Delta
51 Langley
52 Richmond
53 Surrey
54 White Rock

Malaspina College
55 Duncan
56 Nanaimo
57 Nanoose Bay
58 Powell River

North Island College
59 Bella Coola
60 Campbell River
61 Courtenay
62 Gold River
63 Port Alberni
64 Port Hardy
65 Tofino
66 Ucluelet

Northern Lights College
67 Cassiar
68 Chetwynd
69 Dawson Creek
70 Fort Nelson
71 Fort St. John

Northwest College
72 Cedarvale
73 Haida
74 Hazelton
75 Houston
76 Kitimat
77 Kitwanga Valley
78 Masset
79 Prince Rupert
80 Smithers
81 Stewart
82 Terrace

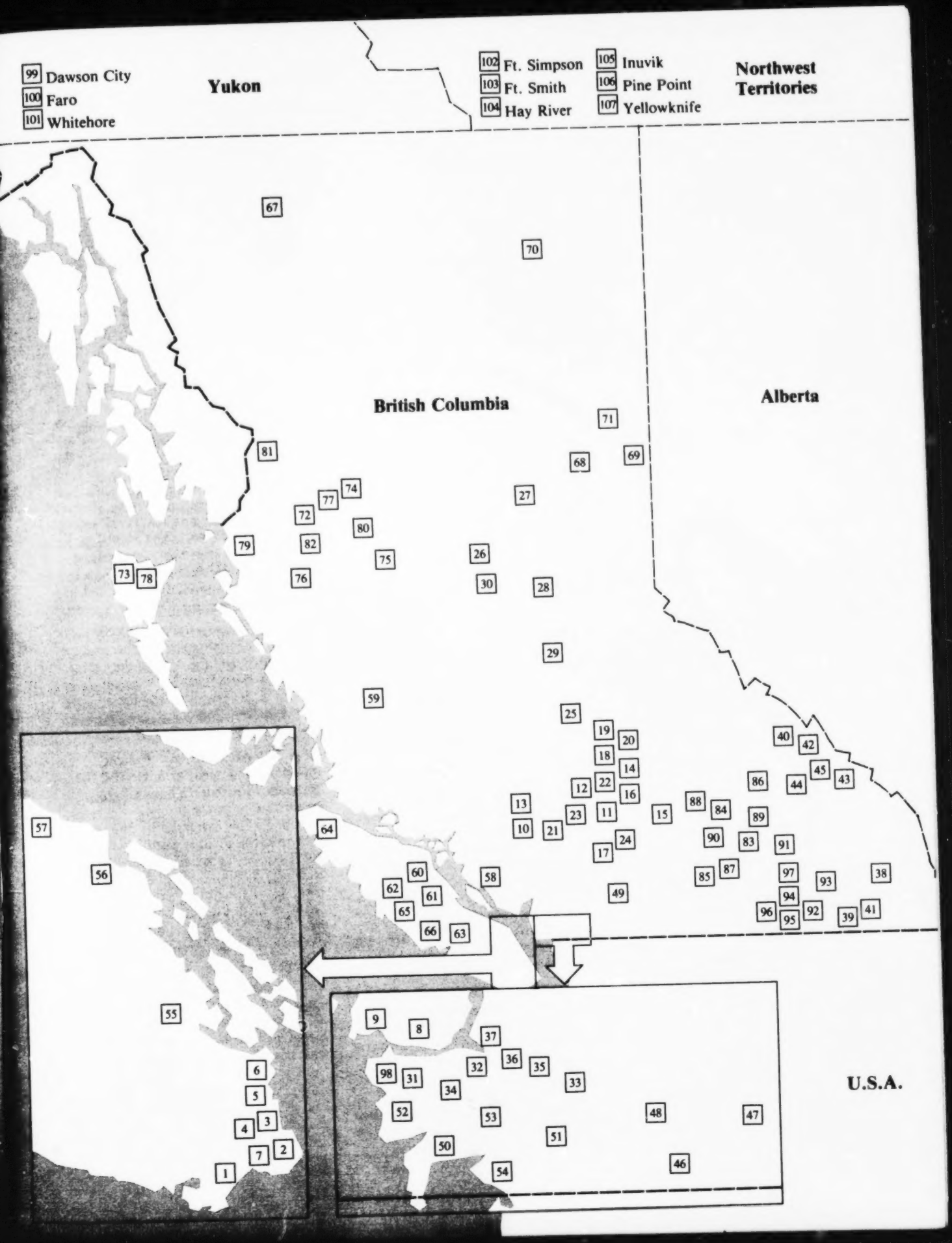
Okanagan College
83 Cherryville
84 Enderby
85 Kelowna
86 Revelstoke
87 Richlands
88 Salmon Arm
89 Sugar Lake
90 Vernon

Selkirk College
91 Burton
92 Fruitvale
93 Nelson
94 Oasis
95 Rossland
96 Trail
97 Warfield

Vancouver Community College
98 Vancouver

Yukon Territory
99 Dawson City
100 Faro
101 Whitehorse

Northwest Territories
102 Ft. Simpson
103 Ft. Smith
104 Hay River
105 Inuvik
106 Pine Point
107 Yellowknife


99 Dawson City
100 Faro
101 Whitehore
Yukon
102 Ft. Simpson
103 Ft. Smith
104 Hay River
105 Inuvik
106 Pine Point
107 Yellowknife
Northwest Territories
British Columbia
Alberta
U.S.A.

LEARNING SYSTEMS REPORT

This year has seen the emergence of the learning system as a significant conceptual idea — one that transforms the Knowledge Network from simply an educational television station into a unique educational "network", which integrally links existing educational institutions to many communities throughout British Columbia.

Learning Systems have technology to provide learning opportunities for people isolated by social or geographic distance. For 10 years, pioneers such as the Open University in Great Britain have provided university education for adults using an integrated system of television, radio, print packages and kits, tutors and local learning centres.

As an adaptive response, a new educational methodology called distance education has emerged. As an innovative response, open learning systems represent an emergent paradigm that attempts to answer the question of how to provide the resources and environments for people to learn wherever they may be.

New forms of communication mean that information is no longer space-dependent or time-dependent in a cybernetic sense. The Knowledge Network as a *learning system* provides one way for institutions to explore other options of educating by providing a meta-system for communication.

The Patchwork Quilt Curriculum

Unlike the Open University, the Knowledge Network is not an institution and is not the sole arbiter of the educational values of the programs. Programs must be sponsored by the public educational agencies in British Columbia. Thus, the programming is a "patchwork quilt" curriculum pieced together from an eclectic array of resources that have either been acquired and adapted from elsewhere or developed in British Columbia.

The patterning together of these programs to form a coherent public service is the responsibility of the Network, but with the assistance of those who provide the programs and those who support their use on a local level. This represents a significant departure from most educational television networks, which choose the programming themselves. By being a "network", the Knowledge Network is representative of the emergent organizational principles that are non-hierarchical and not centrally controlled.

The patchwork quilt analogy should not be under-estimated. The re-use of existing resources, in new ways, "patchwork quilting", has developed into a sophisticated art form. As a social phenomenon, it represents the combination of individual initiative (most patterns must be individually "pieced" together around a core template or design) and community cooperation (the quilting "bee").

The fact that the Network involves cooperation on many levels to stitch its program together accentuates the sophisticated creative function of a Network designed to be "so richly coherent that it is in constant flux — capable of endless tranformation". The patterns of the quilt change with every season but the essential relationships remain constant.

The Learning Seasons

On the public service of the Knowledge Network, three learning seasons have been scheduled in the last year, each containing two types of programming: **telecourses** and **teleseries**, each of which may be pretaped or produced live.

Telecourses are learning systems which include television, texts and study guides. They involve institutional enrolment, tuition and accreditation.

Teleseries are series of television programs around a certain theme. They may be supported by viewers' guides, and study and discussion groups may come together for a certain series. They may also provide in-school classroom support.

Over 50 institutions, government ministries and agencies have used the Network to provide learning opportunities to the public. Enrolment has increased by 350 per cent over the three seasons, from 1,199 course registrants in fall 1981 to nearly 5,780 in spring 1982 (see table 4a). All of these registrations are with institutions which use the Knowledge Network, and are distributed throughout the province (see table 5).

The Network is also viewed for general education by the public in over 100 communities. This has meant a dramatic increase in viewers and inquiries about programs.

Learning Systems Working Groups

A number of groups have been convened to assist the Network in solving problems regarding program delivery by the Network and institutions.

The **Learning Systems Working Group — Colleges and Institutes** consists of a representative appointed by the principal from each of the province's 15 community colleges and seven provincial institutes. There are also two representatives of school district adult education. This group assists in the development of program schedules for the public service, as well as acting as a forum for cooperative action among the institutions in offering courses through the Knowledge Network.

The **Learning Systems Working Group — Universities** consists of representatives from each of the three universities, appointed by the presidents. Sub-groups of this committee concern themselves with university use of the public services and with planning for use of the closed-circuit service.

Learning Centres

Although Knowledge Network programs are available through cablevision in people's homes, the universities, community colleges and some school districts provide learning centres where groups of students may participate in live telecourses. The learning centres may also provide tape replay facilities for students enrolled in telecourses, as well as other student support services.

Training Activities

The Knowledge Network has provided workshops for community college personnel in developing the learning system at the community level. Workshops have also been held in designing programs for live delivery. Future developments will include developing learning systems to train people about learning systems.

The Coordinators of Learning Systems Services and Learning Systems Design offer consultancy to the educational community on the use of the Knowledge Network.

Learning System Development

This year, the Knowledge Network has been planning for the development of learning systems in this province. As a first step, a learning system on computer fluency, called **Project Acorn** was planned. A project team from the universities, colleges and school districts in the field of computer science and education was convened to plan a learning system that would involve the innovative use of television, print modules and micro-computers. The planning phase was evaluated by the Educational Research Institute of British Columbia.

The Network is working with the educators to prepare a project-based learning system development process, which will permit development in the 1982-83 year and will promote the development of learning systems in British Columbia.

Futures

The next year will see the first use of the Universities' Communication Service. This is the second major service of the Knowledge Network, and will provide a closed-circuit cable network among the province's three universities, five teaching hospitals and other facilities. Already, plans have been made for medical, data, as well as instructional use of this new network.

This year has been an intense and full one, and has seen the Knowledge Network emerge from its demonstration stage to an operational state. Special thanks go to all those at the colleges, institutes, and universities of British Columbia who, by their willingness to cooperate and try new ways to provide opportunities for people to learn, made this achievement possible.

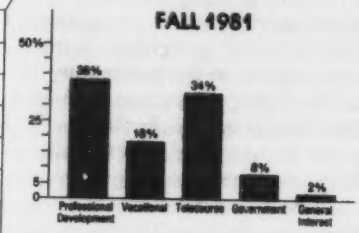
Kathleen Forsythe

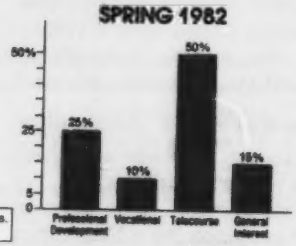
Kathleen Forsythe
Executive Director,
Learning Systems

PROGRAM TABLES

1: LIVE PROGRAMS FALL 1981

	Professional Development	Vocational	Telecourse	Government	General Interest
University of British Columbia	50 hrs.				
North Island College			67 hrs.		
Continuing Legal Education	12 hrs.				
Computer Using Educators	4 hrs.				
Ministry of Transportation and Highways				10 hrs.	
British Columbia Institute of Technology		23 hrs.			
Society of Engineering Technologists	15 hrs.				
Professional Association of Engineers	2 hrs.				
University of Victoria			30 hrs.		
Simon Fraser University	6 hrs.				
Pacific Vocational Institute		30 hrs.			
B.C. Council of the Family					6 hrs.
R.C.M.P.				8 hrs.	
B.C. Recreational Assoc.	22 hrs.				
Vancouver Community College			6 hrs.	7 hrs.	
Total Hours in Schedule	111 hrs.	53 hrs.	103 hrs.	25 hrs.	6 hrs. = Total Hrs. 298





LIVE PROGRAMS SPRING 1982

	Professional Development	Vocational	Telecourse	General Interest
University of British Columbia	22 hrs.		62 hrs.	50 hrs.
North Island College			34 hrs.	
Continuing Legal Education	12 hrs.			
Computer Using Educators	6 hrs.			
Ministry of Transportation and Highways		8 hrs.		
Ministry of Forestry		6 hrs.		
British Columbia Institute of Technology		22 hrs.		
Society of Engineering Technologists	15 hrs.			
University of Victoria			60 hrs.	
Simon Fraser University			13 hrs.	
R.C.M.P.	12 hrs.			
B.C. Recreation Assoc.				8 hrs.
Vancouver Community College			7 hrs.	
Ministry of Education	4 hrs.			
B.C. Veterinary Association	4 hrs.			
Vancouver School of Theology	15 hrs.			
B.C. Systems Corporation				3 hrs.
Hours in Schedule	90 hrs.	36 hrs.	176 hrs.	61 hrs. = Total Hrs. 363

2: TELECOURSE SUPPORT FALL SCHEDULE 1981

	U.B.C.	N & W Van S.D.	Quesnel S.D.	V.C.C.	Selkirk	P.V.I.	O.L.I.	Okanagan	Northwest C.C.	Northern Lights	N.I.C.	Malaspina	Kwantlen	Kootenay	Douglas*	C.N.C.	Cariboo	Camosun	B.C.I.T.
Go To Sell			●	●			●		●		●				●	●	●		
Super! Marketing			●	●			●		●		●				●	●			
Fast Forward I			●				●				●				●				
Ad. Advert World			●	●			●		●		●				●	●	●		
Designing Home Interiors			●	●					●	●	●				●	●	●		
Understand. Behavior Org.			●				●		●		●				●	●			
Body in Question							●								●				
Introducing Biology			●				●				●					●	●		
Project Universe		●		●			●				●			●	●	●	●		
Age of Uncertainty							●				●					●			
Freehand Sketching			●	●					●	●	●				●	●	●		
Oceanus				●			●				●			●		●	●		
Mind Your Own Business			●	●			●		●	●	●				●	●			
Understanding Behaviour			●				●				●								
Ageing Population											●								
Math: Foundation Course			●								●								
Child			●								●								
Fundamentals Human Geog.			●																
Finding My Own Way										●	●								
Voyages			●								●								
Math for Modern Living			●								●								
Fast Forward II			●			●				●									
Understanding the Earth				●		●					●								
Intro. Computers				●		●		●			●								
First Years of Life											●								
Pyramids to Picasso	●																		
Growing Years											●								

Note: Fraser Valley College not listed due to receiving capability unavailable at this time.

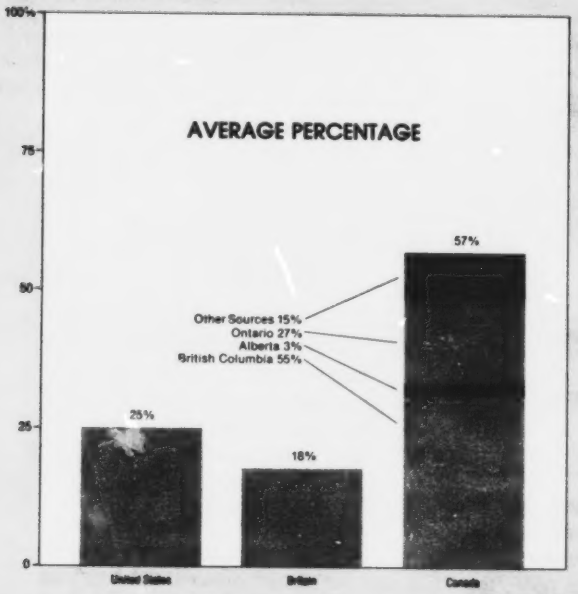
*Note: Cooperative venture with Burnaby, New Westminster, Coquitlam and Maple Ridge School Districts

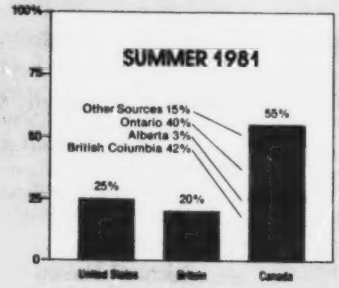
TELECOURSE SUPPORT SPRING SCHEDULE 1982

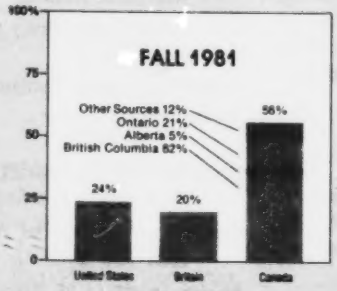
	V.C.C.	Fraser Valley	U.B.C.	Capilano	Selkirk	CNC Quesnel SD	P.V.I.	O.L.I.	Okanagan	Northwest	Northern Lights	N.I.C.	Malaspina	Kwantlen	Kootenay	Douglas*	C.N.C.	Cariboo	Camosun	B.C.I.T.
Ad, Ad, World	●					●		●		●	●						●	●		
Age of Uncertainty								●		●	●							●		
Applied Sketching	●					●		●			●		●	●	●			●	●	
Body in Question								●												
Connections								●												●
Fast Forward I						●		●			●									
Fast Forward II						●		●			●									
Find Own Way								●			●									
First Years of Life						●		●			●									
Fund of Human Geography								●		●										
Go to Sell	●					●		●		●	●						●	●	●	
Growing Years								●		●	●		●						●	
Guten Tag	●							●	●											
Home Gardener	●					●					●	●		●	●	●	●	●	●	
Home Interiors	●					●		●		●	●	●	●	●	●*	●			●	
Intro Biology						●		●			●								●	
Intro to Computers	●							●		●	●	●			●*				●	
Math Foundations						●					●									
Math Modern Living						●				●	●								●	
Mind Your Own Business	●					●		●		●	●				●*	●	●			
Oceanus	●							●			●				●		●	●		
Organization Behaviour	●					●		●								●	●			
Pre-School Child						●		●			●									
Project Universe	●					●		●		●	●	●			●	●		●		
Pyramids to Picasso			●																	
Super Marketing	●					●		●		●	●					●	●			
Understand Behaviour						●		●			●									
Understand the Earth	●									●	●									
Use Your Head	●							●		●	●							●		
Voyage	●							●		●	●							●		

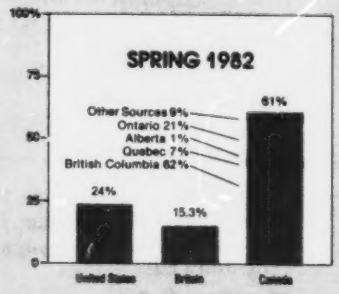
*Douglas College Consortium — Douglas College — Burnaby School District — Coquitlam School District — Maple Ridge School District — New Westminster School District

3: ORIGIN OF PROGRAMS JUNE 1981-JUNE 1982

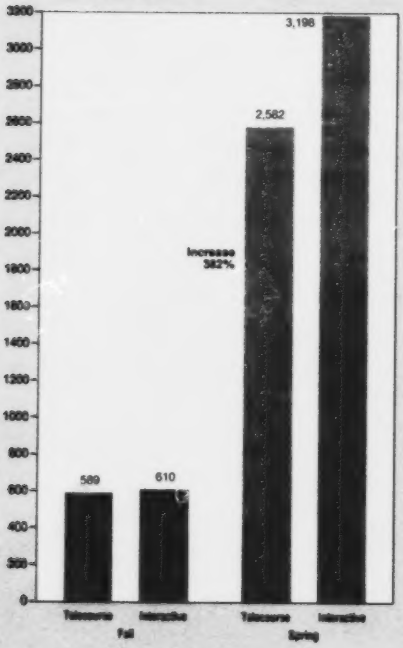




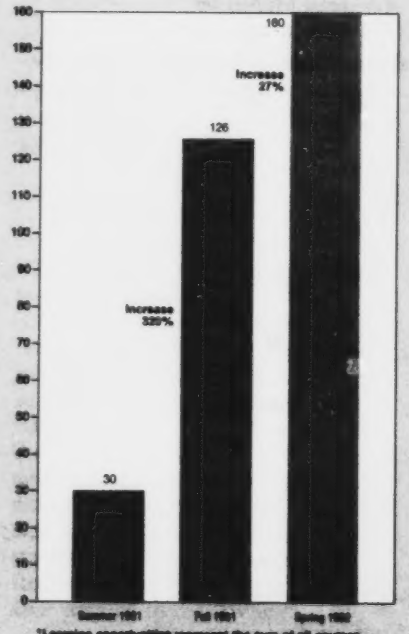




4: FALL-SPRING ENROLLMENTS 1981-1982



GROWTH IN LEARNING OPPORTUNITIES



*Learning opportunities represent the sum of all courses offered by all supporting institutions (e.g. if five colleges offer a given course, then this represents five opportunities).

5: EXAMPLE OF ENROLLMENT DISTRIBUTION IN ONE COURSE ACROSS THE PROVINCE UNIVERSITY OF VICTORIA-NURSING 402

LEARNING SYSTEMS WORKING GROUPS

Colleges & Institutes

Camosun College
Phil Chiddell

Capilano College
Greg Lee

Cariboo College
Bob Ramrattan

College of New Caledonia
Gene Kerns

Douglas College
Virginia Chisholm

East Kootenay College
Dale Fike

Fraser Valley College
Cheryl Pohl

Kwantlen College
Derek Francis
Jim Gillis

Malaspina College
John Rostrun

North Island College
Laurie Mithen

Northern Lights College
Al Westcott

Northwest Community College
Gary Karlsen

Okanagan College
Bill Christensen
Dianna Hitchens

Selkirk College
Richard Hallett
Margaret Mahan

Vancouver Community College
Ross Carter

British Columbia Institute of Technology
Bill Robertson

Burnaby School District
Don Jacob

Emily Carr College of Art
Ken Chamberlain

Justice Institute of British Columbia
Brian Pulham

Open Learning Institute
Dick Scales

Pacific Vocational Institute
Jean McAllister
Harold Murphy

Quesnel School District
Peter Walsh

Universities

Simon Fraser University
Dr. Dennis Foth
Walter Griba
Dr. Robert Jones
Dr. William Leiss

University of British Columbia
Dr. Robert Smith
James Taylor
Dr. Michel Ovenden
Ross McClelland
Victor Doray

University of Victoria
Dr. Glen Farrell
Dr. Jeff Potter
Dr. John Dewey
Dr. David Godfrey

WHAT KNOWLEDGE NETWORK VIEWERS SAY

"Do you have any idea of how fantastic it is, for an adult, to be able to flip on a TV channel and receive the wealth and variety of learning information, offered by your Network, right in their own homes?"

M.C.
Burnaby

"It's hard to suggest any improvements to a network with such high quality programming. Thank you very much."

E.P.
Nanaimo

"I have learned of the Knowledge Network with joy. Some of us have suffered for decades while the supposed "masses" got their supposedly preferred fare, but I've never met among this group anyone who was satisfied with the programs which are supposedly geared to the (lack of) taste of us "masses". So, God Bless the Knowledge Network."

E.S.
Vancouver

"The potential that these programs hold for adult learning appears unlimited."

B.S.
Kamloops

"I watch very little T.V. due to the lousy programs. I just became aware of the Knowledge Network through the CGA Program. I am so impressed with the opportunity to constructively watch T.V. that I just bought a converter. Keep up the good work!"

R.H.
Victoria

"Thank you from the whole family!!"

C.B.
Garibaldi Highlands

"I have watched a great deal, and write to say how very much I enjoy the Knowledge Network. Indeed, it is television as it should be. I hope that the Knowledge Network will long continue, and that you will always resist the temptation to make it "popular" at the expense of being excellent."

J.S.
Vancouver

"I believe you are doing a great deal to discourage 'Hardening of the Mind'."

M.C.
Lantzville

"This is just a note of appreciation and at the same time, congratulations, to the Knowledge Network upon the most impressive job which you have undertaken and so obviously have succeeded in implementing. Your efforts provide the very important means to a better and more fulfilling education to so many residents of British Columbia and the Northwest Territories, scattered as they are from the Rockies to the Pacific and from the 49th parallel to the Arctic."

W.S.T.
Delta

"So pleased to have your Knowledge Network come to our area."

J.B.E.
Squamish

"I would like to congratulate you and the people responsible for making the Knowledge Network possible, for providing such excellent informative and educational programs for television viewers. It is probably one of the best services available to the general public."

H.U.
Vancouver

"Excellent service to the public! My wife and I just moved to B.C. and are very impressed with this service."

R.I.
Kelowna

FINANCIAL SERVICES REPORT

Finance

In a year of difficulties in the world economy and severe inflation, the Knowledge Network produced a balanced budget. The saying that "the impossible takes a little longer" was not true for the Network, for with a little ingenuity it was possible to accomplish much with $2.8 million in revenue. This is especially so if compared with TV Ontario, ACCESS Alberta and Radio Quebec with respective budgets of $21 million, $16 million and $50 million.

The Knowledge Network received $751,920 from the Ministry of Education and $1.5 million from the Ministry of Universities, Science and Communications as its base funding for 1981-82. In addition, the Network was able to generate $25,000 through user fees and $452,000 through accumulated interest.

The $2.8 million was allocated in the following manner:

	Percentage
Administration	12
Viewer and Information Services	7
Distribution Centre	24
Network Field Services	3
Learning Systems	10
Capital Expenditures	44
Total	100

The Network's new Operations Centre at the University of British Columbia was completed in October 1981. The Network acquired $550,000 worth of equipment and spent $150,000 on tenant improvements to its new facilities. Careful purchasing, a co-operative landlord, and luck, contributed to the Network acquiring a professional broadcast facility for only $700,000.

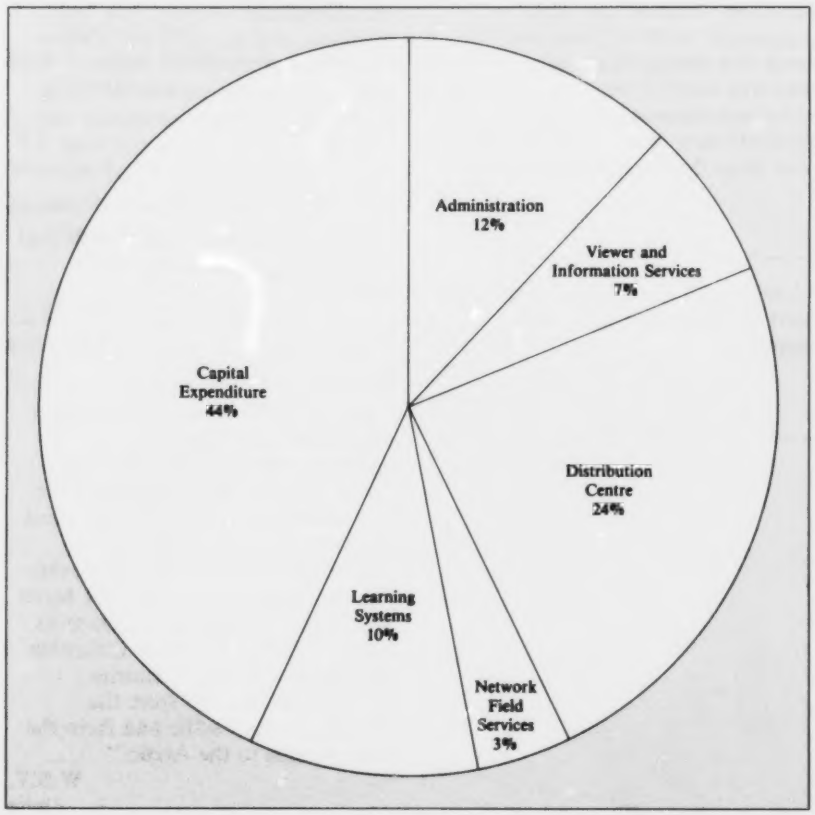
Personnel

The fast pace of the past year has been typified by the increase of personnel from one to 30. The Network has been extremely fortunate in attracting fine and dedicated staff whose team spirit and hard work are the driving forces of the Network.

People are anxious to join what many consider to be "a privileged organization". In one recent month, more than 500 interested and qualified people applied to join the Knowledge Network.

Every new "idea organism", made a living reality, suffers from — at the very least — growing pains, and the Knowledge Network was no exception. Fortunately these were healthy pains.

When the Network was advised, last October, by the Labour Relations Board that the BCIT Staff Society had filed a successorship application to represent Network employees, the event was not viewed as a welcome growing experience. The Network was able to turn the situation to its advantage, with the result that its



personnel policy (which includes an innovative employee manual) has been implemented probably faster than had the filing not occurred. The nearly $12,000 spent dealing with the issue has indirectly benefited the Network and its staff.

In developing its personnel policy and practice, the Network's objective was to introduce a system that provides flexibility for management and staff in a climate of goodwill, trust and respect. These may sound like idealistic goals, but the Network believes that a healthy personnel climate results when confrontation and animosity, prevalent in many other organizations, are absent.

Within this policy framework the Network has implemented the Decision Band Method of personnel management and has coupled it with a compensation system based on Fair Comparison. As a result, the Network's staff is committed to working for the organization's future as well as the satisfaction of its own needs.

Administration

Sound administrative policies and procedures are key to the success of any organization, particularly one that has employees in several locations. (The Network's Operation Centre is housed in both UBC's Instructional Resources Centre and the Library Processing Building, while the Executive Offices are located at the University of Victoria).

All the administrative and financial procedures are now in place, including purchase orders; travel and expense instructions; customs and duty procedures; and all banking and accounting procedures. The result is an efficient organization, working with a balanced budget.

An interesting measure of the Knowledge Network's growth is the daily telephone log which is maintained in both the Vancouver and Victoria offices. In the first few months the calls averaged 100 per month, but they now average 600 per month. Some callers telephone to simply tell what programs they like and don't like, while others have queries concerning enrollment procedures or information on the previous night's telecourse on computers. Regardless of the reason, the calls remind all Network staff that there is a dedicated and interested audience which is dependent upon them for service.

As in any successful organization, many people have contributed and deserve thanks. For the Knowledge Network, BCIT, UBC and the University of Victoria have been more than accommodating. They've been generous, and justly receive the Network's thanks as do all Network staff members without whom the activities of the past year would not have happened.

The final thanks is for those with a vision, the people who nurtured an idea that became the Knowledge Network. Thank you.

Ena Brannan

Ena Brannan
Executive Director,
Finance

PEOPLE WHO MAKE THE NETWORK

From members of the Board of Directors to administrative, supervisory and technical staff... it's the ability and spirit of people that makes the Knowledge Network an effective instrument for learning in British Columbia. Here's a cross-section of the dedicated individuals serving the Network today —

Coordinators and managers at the Network's operation centre (l. to r.): Michael Reddington, Alexandra MacGregor, Ron Harrington, Glen Mitchell.

Scheduling Supervisor Gresham Bradley reviews the television schedule with Board member Charles Brewster.

Board member Don M.E. Hamilton confers with technician David Billman.

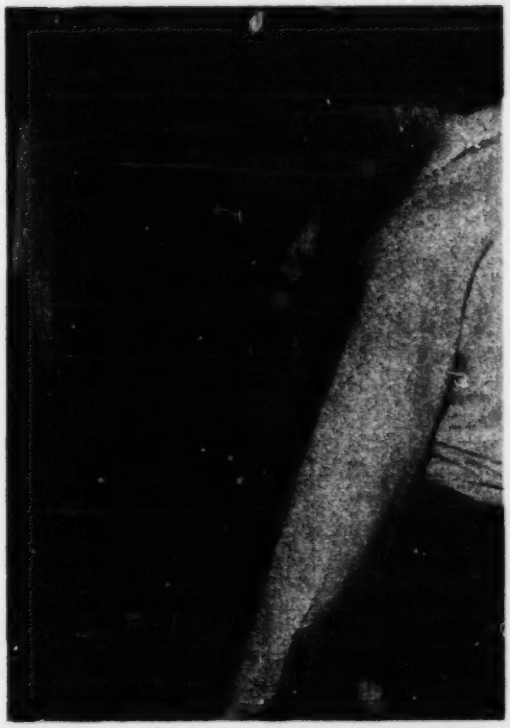
Board member John R. Fleming, in a meeting with Deputy Minister of Education, James Carter.

Technician Patrice Palmerino covers a fine point with Board member Dr. Arthur Kratzmann.

Board member Dr. Robert W. Stewart with Distribution Centre assistant Lynn Bowman.

Board member Ron Jeffels, in discussion with administrative assistant Deborah Lageux.

Behind the scenes with Maintenance Supervisor Koichi Nakahara and Board member Harold J. Page.



Board member Carl Daneliuk studies the on-screen results with Distribution Centre Supervisor Gary Poole.

AUDITOR'S REPORT

To the Chairman and Members of the Board of the Knowledge Network of the West Communications Authority, and

To the Minister of Universities, Science and Communications
Province of British Columbia:

I have examined the consolidated balance sheet of Knowledge Network of the West Communications Authority as at 31 March 1982 and the consolidated statements of accumulated excess of revenue over expenditure and changes in financial position for the year then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these consolidated financial statements present fairly the financial position of the Authority as at 31 March 1982 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles as modified by note 1 (b) to the consolidated financial statements.

Erma Morrison

Erma Morrison, F.C.A.
Auditor General

Victoria, British Columbia
3 June 1982

Knowledge Network of the West Communications Authority

Exhibit A

CONSOLIDATED BALANCE SHEET As at 31 March 1982

ASSETS

	1982	(Note 4) 1981
Current assets		
Cash and term deposits	$3,004,581	$ 802,798
Accounts receivable	40,859	23,039
Accrued interest receivable	33,821	—
Prepaid expenses	14,540	—
Inventory	—	9,761
	3,093,801	835,598
Investment in and advances to Knowledge-West Communications Corporation (Note 4)	—	1,966,000
Advance to Knowledge-West Partnership	548,895	—
Fixed Assets (Note 2)	996,177	250,860
	$4,638,873	$3,052,458

LIABILITIES AND ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE

Current liabilities		
Accounts payable and accrued liabilities	$ 627,619	$ 152,632
Holdbacks payable	82,334	—
Deferred revenue	—	135,250
	709,953	287,882
Accumulated excess of revenue over expenditure (Exhibit B)	3,928,920	2,764,576
Commitments (Note 3)		
	$4,638,873	$3,052,458

Approved by the Board

J.R. Henwig
Director

Walter G. Hardwick
Director

The four accompanying notes are an integral part of these financial statements

Exhibit B

CONSOLIDATED STATEMENT OF ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE

For the year ended 31 March 1982

	1982	(Note 4) 1981
Revenue		
Grants—Province of British Columbia	$2,387,170	$3,013,100
Interest	537,295	175,400
User fees	20,685	—
	2,945,150	$3,188,500
Expenditure		
Administration	567,916	168,231
Network operations	900,161	195,377
Learning systems development	248,199	60,316
Restricted communication services	64,530	—
	1,780,806	423,924
Excess of revenue over expenditure	1,164,344	2,764,576
Accumulated balance, beginning of year	2,764,576	—
Accumulated balance, end of year	$3,928,920	$2,764,576

CONSOLIDATED STATEMENT OF CHANGES IN FINANCIAL POSITION

Exhibit C

For the year ended 31 March 1982

	1982	(Note 4) 1981
Funds derived from:		
Excess of revenue over expenditure	$1,164,344	$2,764,576
Charges not affecting current funds		
Depreciation	227,365	41,891
	1,391,709	2,806,467
Working capital of subsidiary acquired and consolidated	1,966,000	—
Sale of fixed assets	1,397	—
	3,359,106	2,806,467
Funds applied to:		
Investment in Knowledge-West Communications Corporation	—	1,966,000
Purchase of fixed assets	974,079	292,751
Advance to Knowledge-West Partnership	548,895	—
	1,522,974	2,258,751
Increase in working capital	1,836,132	547,716
Working capital, beginning of year	547,716	—
Working capital, end of year	$2,383,848	$ 547,716

NOTE 1 **Significant accounting policies**

a) Principles of consolidation

The accounts of the Authority are consolidated with those of its wholly-owned subsidiary Knowledge-West Communications Corporation. All inter-company transactions have been eliminated in these consolidated financial statements.

b) Government grants

The Authority receives grants from the Province of British Columbia. These grants are shown as revenue.

c) Fixed assets and depreciation

The Authority records fixed assets at cost and depreciates them over their estimated useful life as follows:

Furniture and equipment	10% per annum
Tapes	20% per annum
Leasehold improvements	20% per annum
Earth stations	20% per annum
Network equipment	20% per annum
Programs owned	20% per annum
License agreements	Life of the respective lease

NOTE 2 **Fixed assets**

	Cost	Accumulated Depreciation	1982 Net Book Value	1981 Net Book Value
Furniture and equipment	$ 53,577	$ 7,741	$ 45,836	$ 21,451
Leasehold improvements	147,994	30,993	117,001	5,576
Earth stations	84,131	32,460	51,671	62,536
Network equipment	638,846	141,527	497,319	55,030
Programs owned	44,252	17,572	26,680	34,887
License agreements	241,877	28,012	213,865	71,380
Tapes	54,756	10,951	43,805	—
	$1,265,433	$269,256	$996,177	$250,860

NOTE 3 **Commitments**

Commitments under a capital construction contract amounted to $1.3 million at 31 March 1982.

NOTE 4 **Comparative figures**

The comparative figures for 1981 are those of Knowledge Network of the West Communications Authority only and reflect its 50% investment in Knowledge-West Communications Corporation on an equity basis. This Corporation had no operations prior to 31 March 1981.

During the year ending 31 March 1982 the Authority purchased the remaining 50% interest in Knowledge-West Communications Corporation.

AUDITOR'S REPORT

To the Chairman and Members of the Board of the Knowledge Network of the West Communications Authority, and

To the Minister of Universities, Science and Communications
Province of British Columbia:

I have examined the balance sheet of Knowledge Network of the West Communications Authority as at 31 March 1982 and the statements of accumulated excess of revenue over expenditure and changes in financial position for the year then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Authority as at 31 March 1982 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles, as modified by notes 1 (a) and (b) to the financial statements, applied on a basis consistent with that of the preceding year.

Erma Morrison

Erma Morrison, F.C.A.
Auditor General

Victoria, British Columbia
3 June 1982

Knowledge Network of the West Communications Authority
(Incorporated under the Society Act of British Columbia)

Exhibit A

BALANCE SHEET As at 31 March 1982

ASSETS

	1982	1981
Current assets		
Cash and term deposits	$ 683,044	$ 802,798
Accounts receivable	40,859	23,039
Accrued interest receivable	16,949	—
Prepaid expenses	14,540	—
Inventory	—	9,761
	755,392	835,598
Investment in and advances to wholly-owned subsidiary (Note 2)		
Shares	3,965	2,965
Advances	2,383,035	1,963,035
Accumulated deficit	(18,635)	—
	2,368,365	1,966,000
Fixed Assets (Note 3)	996,177	250,860
	$4,119,934	$3,052,458

LIABILITIES AND ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE

Current liabilities		
Accounts payable and accrued liabilities	$ 161,058	$ 152,632
Deferred revenue	—	135,250
Due to Knowledge-West Communications Corporation	29,956	—
	191,014	287,882
Accumulated excess of revenue over expenditure (Exhibit B)	3,928,920	2,764,576
	$4,119,934	$3,052,458

Contingent liability (Note 4)

Approved by the Board

J. R. Flemming
Director

Walter G. Hardwick
Director

The four accompanying notes are an integral part of these financial statements

Knowledge Network of the West Communications Authority

Exhibit B

STATEMENT OF ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE For the year ended 31 March 1982

	1982	1981
Revenue		
Grants—Province of British Columbia	$2,387,170	$3,013,100
Interest	537,295	175,400
User fees	20,685	—
	2,945,150	$3,188,500
Expenditure		
Administration	549,281	168,231
Network operations	900,161	195,377
Learning systems development	248,199	60,316
Restricted communication services	64,530	—
	1,762,171	423,924
Excess of revenue over expenditure	1,182,979	2,764,576
Deficit of subsidiary for the year	(18,635)	—
	1,164,344	2,764,576
Accumulated balance, beginning of year	2,764,576	—
Accumulated balance, end of year	$3,928,920	$2,764,576

STATEMENT OF CHANGES IN FINANCIAL POSITION For the year ended 31 March 1982

Exhibit C

	1982	1981
Funds derived from:		
Excess of revenue over expenditure	$1,164,344	$2,764,576
Charges not affecting current funds:		
Depreciation	227,365	41,891
Deficit of subsidiary	18,635	—
	1,410,344	2,806,467
Sale of fixed assets	1,397	—
	1,411,741	2,806,467
Funds applied to:		
Investment in Knowledge-West Communications Corporation	421,000	1,966,000
Purchase of fixed assets	974,079	292,751
	1,395,079	2,258,751
Increase in working capital	16,662	547,716
Working capital, beginning of year	547,716	—
Working capital, end of year	$ 564,378	$ 547,716

NOTE 1 **Significant accounting policies**

a) Consolidation

These financial statements have been prepared for management purposes only. The Authority's investment in its wholly-owned subsidiary, Knowledge-West Communication Corporation is accounted for in these financial statements on an equity basis. Consolidated financial statements have been prepared and reported on separately.

b) Government grants

The Authority receives grants from the Province of British Columbia. These grants are shown as revenue.

c) Fixed assets and depreciation

The Authority records fixed assets at cost and depreciates them over their estimated useful life as follows:

Furniture and equipment	10% per annum
Tapes	20% per annum
Leasehold improvements	20% per annum
Earth stations	20% per annum
Network equipment	20% per annum
Programs owned	20% per annum
License agreements	Life of the respective lease

NOTE 2 **Investment in wholly-owned subsidiary**

During the year the Authority purchased the remaining 50% interest in Knowledge-West Communications Corporation.

NOTE 3 **Fixed assets**

	Cost	Accumulated Depreciation	1982 Net Book Value	1981 Net Book Value
Furniture and equipment	$ 53,577	$ 7,741	$ 45,836	$ 21,451
Leasehold improvements	147,994	30,993	117,001	5,576
Earth stations	84,131	32,460	51,671	62,536
Network equipment	638,846	141,527	497,319	55,030
Programs owned	44,252	17,572	26,680	34,887
License agreements	241,877	28,012	213,865	71,380
Tapes	54,756	10,951	43,805	—
	$1,265,433	$269,256	$996,177	$250,860

NOTE 4 **Contingent liability**

The Authority is contingently liable as at 31 March 1982 for $1.3 million as guarantor for a construction contract entered into by its wholly-owned subsidiary, Knowledge-West Communications Corporation.

KNOWLEDGE-WEST COMMUNICATIONS CORPORATION

An objective of the Knowledge Network is to contribute to the development of new economic opportunities for British Columbians. It was clear in 1980, and is even clearer today, that there is tremendous growth potential in the combined fields of communications and education. Committed to being part of that growth, the Network has moved to create corporate subsidiaries, as vehicles for new and creative endeavours.

Knowledge-West Communications Corporation (KWCC) is a wholly-owned subsidiary of the Knowledge Network, serving as the Network's corporate and entrepreneurial arm. KWCC is empowered to enter into partnerships, joint-ventures or other corporate relationships which help to further the objectives of the Network. A major example of this activity is Knowledge-West Partnership.

Knowledge-West Partnership was formed in January, 1982, by KWCC and Premier Cablesystems Ltd., for the purposes of constructing and owning a multi-channel, closed-circuit dedicated cable plant in Vancouver and Victoria. The cable plant, presently under construction, will become the backbone of the Knowledge Network's closed-circuit service.

With completion of the new cable plant, the Knowledge Network will be able to provide B.C.'s universities, teaching hospitals and other selected government facilities with a unique ability to "talk to one another". The closed-circuit service will permit the institutions to program purposes ranging from team teaching, research, medical diagnosis and data exchange. It will result in savings in both human and financial resources by substituting communication links for transportation.

A frustration of the past year, was the inability to have the cable plant completed prior to September, 1982. The complexities of the unique organizational structure, of the system design and of the actual installation, made it difficult to proceed at a more rapid pace. However, KWCC is confident that any time lost will more than be recovered through the enthusiasm which the participating institutions will bring to the new service.

Through its corporate affiliates, the Knowledge Network may develop new financial, program and other resources that will enable the Network to develop outstanding programming for use in British Columbia and beyond. This will help to lay the foundation for new software enterprise in British Columbia.

Companies sharing common interests

1. **Knowledge Network of the West Communications Authority**
British Columbia's educational television service, established under direction of the provincial government as a non-profit society.

2. **Knowledge-West Communications Corporation**
A subsidiary company, 100% owned by the Knowledge Network. Its assets include all terminal equipment and modems associated with the Universities' Communications Service.

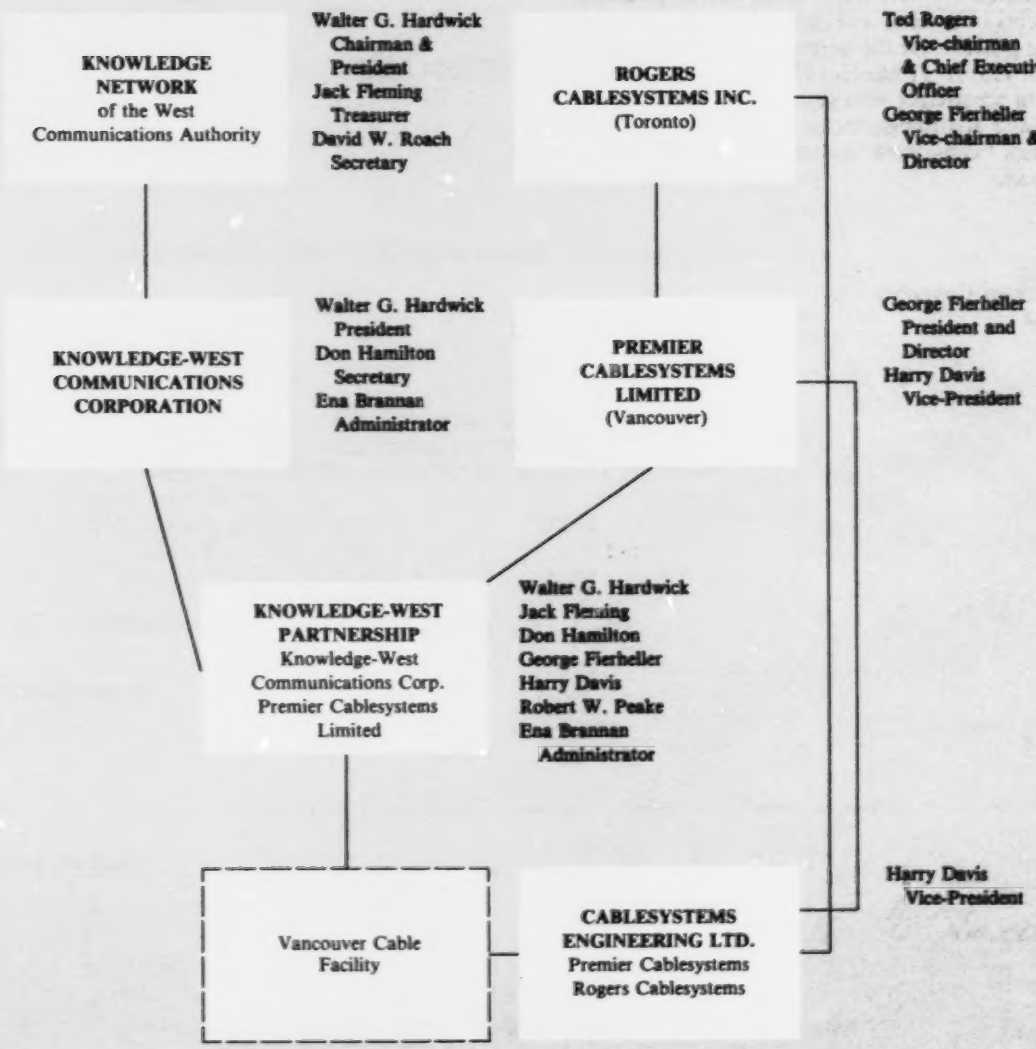
3. **Knowledge-West Partnership**
A partnership between Knowledge-West Communications Corporation (60%) and Premier Cablesystems Limited (40%). Formed to own the cable plant associated with the Universities' Communicatons Service.

4. **Premier Cablesystems Limited**
British Columbia's largest cable television company, owned 100% by Rogers Cablevision Inc.

5. **Cablesystems Engineering Ltd.**
A subsidiary company of both Rogers Cablesystems Inc. and Premier Cablesystems Limited, which holds the contract to construct the cable plant associated with the Universities' Communications Service.

6. **Rogers Cablesystems Inc.**
Canada's largest cable television company, headquartered in Toronto.

How the Knowledge Network broadens the scope of educational television services in British Columbia



AUDITOR'S REPORT

To the Chairman and Members of the Board of Knowledge-West Communications Corporation, and

To the Minister of Universities, Science and Communications
Province of British Columbia:

I have examined the balance sheet of Knowledge-West Communications Corporation as at 31 March 1982 and the statements of revenue and expenditure and changes in financial position for the period from incorporation on 2 March 1981 to 31 March 1982. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Company as at 31 March 1982 and the results of its operations and the changes in its financial position for the period then ended in accordance with generally accepted accounting principles.

Erma Morrison, F.C.A.
Auditor General

Victoria, British Columbia
3 June 1982

Knowledge-West Communications Corporation
(Incorporated under the Company Act of British Columbia on 2 March 1981)

Exhibit A

BALANCE SHEET As at 31 March 1982

ASSETS

Current assets	
Cash and term deposits	$2,321,537
Interest receivable	16,872
Due from Knowledge Network of the West Communications Authority	29,956
	2,368,365
Advance to Knowledge-West Partnership (Note 1)	548,895
	$2,917,260

LIABILITIES AND SHAREHOLDER EQUITY

Current liabilities		
Accounts payable		$ 466,561
Holdbacks payable		82,334
		548,895
Advance from Knowledge Network of the West Communications Authority		2,383,035
		$2,931,930
Shareholder equity		
Capital		
Authorized		
Class A — 1000 voting shares, par value $1		
Class B — 1000 voting shares, par value $1		
Class C — 4,000,000 non-voting shares without par value		
Issued and fully paid		
Class A — 1000 shares	$1,000	
Class B — 1000 shares	1,000	
Class C — 1,965,000 shares	1,965	3,965
Deficit (Exhibit B)		(18,635)
		(14,670)
Commitments (Note 2)		
		$2,917,260

Approved by the Board

J. R. Henry
Director

Walter G. Hardwick
Director

The two accompanying notes are an integral part of these financial statements

Knowledge-West Communications Corporation

Exhibit B

STATEMENT OF REVENUE AND EXPENDITURE AND DEFICIT

For the period 2 March 1981 to 31 March 1982

Revenue	
Interest	$379,710
	379,710
Expenditure	
Interest paid to parent Company	379,710
Legal	18,350
Miscellaneous	285
	398,345
Excess of expenditure over revenue	18,635
Deficit, beginning of year	—
Deficit, end of year	$ 18,635

STATEMENT OF CHANGES IN FINANCIAL POSITION

Exhibit C

For the period 2 March 1981 to 31 March 1982

Funds derived from:	
Issuance of common shares	$ 3,965
Advance from Knowledge Network of the West Communications Authority	2,383,035
	2,387,000
Funds applied to:	
Excess of expenditure over revenue	18,635
Advance to Knowledge-West Partnership	548,895
	567,530
Increase in working capital	1,819,470
Working capital, beginning of period	—
Working capital, end of period	$1,819,470

NOTES TO THE FINANCIAL STATEMENTS 31 March 1982

NOTE 1 **Advance to Knowledge-West Partnership**

Knowledge-West Communication Corporation has entered into a joint venture with Premier Communications Limited to construct an educational telecommunications network. The Corporation is to contribute 60% of the cable plant costs and 100% of the equipment costs.

NOTE 2 **Commitments**

Commitments under a capital construction contract amounted to $1.3 million at 31 March 1982.

POOR

QUALITY

ORIGINAL